

DHS.gov Customer Satisfaction Survey

Time Period: 06/01/2020- 06/31/2020

Overall Customer Satisfaction Score

79.21

How would you rate your overall experience today?

75.14

Answer Choices	Responses	Points	Score
▪ Outstanding	555	100	55500
▪ Above Average	190	75	14250
▪ Average	167	50	8350
▪ Below Average	41	25	1025
▪ Poor	100	0	0
Total	1053		79125

What Information were you looking for today?

Answer Choices	Responses	Percentage
▪ Contact information	112	17.53%
▪ Contracting opportunities	102	15.96%
▪ Cybersecurity	59	9.23%
▪ Forms or publications	16	2.50%
▪ Jobs / career information	323	50.55%
▪ Training	27	4.23%
Total	639	100%

Were you able to complete the purpose of your visit?

73.31

Answer Choices	Responses	Points	Score
▪ Yes	772	100	77200
▪ No	281	0	0
Total	1053		77200

If you weren't able to complete your visit, please select the option that best describes your difficulty.

Answer Choices	Responses	Percentage
▪ Bad link	14	58.33%
▪ Content wasn't easy to understand	0	0.00%
▪ Could not find what I was looking for	0	0.00%
▪ Error on page	0	0.00%
▪ Multimedia / technical problem	0	0.00%
▪ Outdated information	10	41.67%
▪ Other	0	0.00%
Total	24	100%

Would you still return to this website if you could get this information or service from another source?

86.04

Answer Choices	Responses	Points	Score
▪ Yes	906	100	90600
▪ No	147	0	0
Total	1053		90600

Will you recommend this website to a friend or colleague?

77.49

Answer Choices	Responses	Points	Score
▪ Yes	816	100	81600
▪ No	237	0	0
Total	1053		81600

Which of the following best describes you?

Answer Choices	Responses	Percentage
▪ Business representative	59	7.13%
▪ Educator	39	4.72%
▪ Federal government employee	74	8.95%
▪ First responder / law enforcement official	85	10.28%
▪ Government contractor	27	3.26%
▪ International visitor	34	4.11%
▪ Job seeker	268	32.41%
▪ Media representative	5	0.60%
▪ Non-profit staff or volunteer	18	2.18%
▪ Seeking citizenship or immigration information	0	0.00%
▪ State, tribal, territorial or local government representative	14	1.69%
▪ Student	204	24.67%
▪ Traveler (domestic or international)	0	0.00%
▪ Other	0	0.00%
Total	827	100%

Please describe your experience finding your way around (navigating) DHS.gov today.

76.41

NOTE: Excludes "Other" responses

Answer Choices	Responses	Points	Score
▪ Encountered no difficulties	716	100	71600
▪ Had technical difficulties (e.g. error messages, broken links)	53	0	0
▪ Links did not take me where I expected	15	0	0
▪ Links / labels are difficult to understand, they are not intuitive	39	0	0
▪ Navigated to general area but couldn't find the specific content needed	64	0	0
▪ Too many links or navigational choices	22	0	0
▪ Would often feel lost, not know where I was	28	0	0
Total	937		71600

How was your experience using our site search?

86.65

NOTE: Excludes "Did not use search" and "Other" responses

Answer Choices	Responses	Points	Score
▪ Encountered no difficulties	896	100	89600
▪ I was not sure what words to use in my search	44	0	0
▪ Results were not helpful	51	0	0
▪ Results were not relevant to my search terms or needs	15	0	0
▪ Results were too similar / redundant	15	0	0
▪ Returned not enough or no results	13	0	0
▪ Returned too many results	0	0	0
Total	1034		89600